

Benchmark Ic.2.2: Provide training, technical assistance, and monitoring of outcomes related to Levels of Care Initiative. Include training on use of the CANS to inform practice to better locate and engage relatives, and preserve familial and community connections. Provide on-line CANS training to provide certification and re-certification.

Evidence of Completion: Summary reports on training/technical assistance provided; Analysis of training process experience

Child and Adolescent Needs and Strengths (CANS) Training and Technical Assistance Sessions

CANS Tool Trainings 2010 – 2011

Trainer: Dr. John Lyons

# of Participants	Date	Location
All Staff	May – July 2010	Milwaukee
88	10/14/2010	Waukesha
150	1/5/2011	Rice Lake
198	1/6/2011	Madison
196	1/7/2011	Waukesha
150	1/12/2011	Black River Falls
131	1/13/2011	Green Bay
134	2/9/2011	Appleton
119	2/10/2011	Weston
All Staff	2/11/2011	Webcast for Coordinated Services Teams
29	6/20/2011	Hayward
46	6/21/2011	Wausau
67	6/22/2011	Madison

On-Line CANS Tool Training

The On-line CANS Training became available on October 12, 2011 as issued in DSP Info Memo 2011-12 <http://dcf.wisconsin.gov/memos/infomemos/DSP/2011/2011-12.pdf>

Since that date hundreds of users have accessed the training either as a new user or as part of the re-certification process.

On-Line CANS Tool Training Resource: <http://wcpds.wisc.edu/cans/Default.aspx>

CANS Policy Training and Technical Assistance

The CANS training was completed using different approaches to cover the tool and policy. Training on the tool was done by the author Dr. John Lyons throughout the state as summarized above. In addition, in October the department released the on-line CANS tool training so that it is available for all new workers and as a resource for existing staff.

As part of the roll-out, DCF staff held regional roundtables, presented at conferences, and provided technical assistance on the policy related items. After the initial rollout, DCF held a series of call-ins to address concerns and questions that were being brought to our attention. From the calls, we created a “Frequently Asked Questions” document that was later issued as an informational memo, as stated below. A few areas continued to be confusing for stakeholders and users, so DCF invited Dr. John Lyons back to do a statewide video conference that aimed to review existing policy, rating the CANS items, and practice implications through small and large group exercises. DCF continues to provide technical assistance and works to create resources to assist practitioners in the

implementation of the CANS. Additionally, a new reference guide will be available to staff in February. DCF continues to work on being responsive to the needs of the users in rolling out such a large practice change.

Audience	Date	Description
Statewide Foster Care Coordinators Conference – Eau Claire	10/1/2010	DCF 56 and CANS Policy Presentation
Wisconsin Foster and Adoptive Parent Association - Manitowoc	10/2/2010	CANS Policy Presentation
Public Child Welfare Conference – Wisconsin Dells	10/12/2010 & 10/14/2010	Presentation by Jonelle Brom at the supervisors/directors meeting with WI specific CANS policy. Presentation by Dr. John Lyons to conference participants about the CANS tool.
GAL Conference	11/12/2010	CANS Policy Presentation
Northern Region Supervisors – Wausau	11/16/2010	Overview of Changes to DCF 56
Northeastern Region Supervisors - Appleton	11/17/2010	CANS Policy Presentation
Statewide Foster Care Coordinators Meeting	12/2/2010	CANS Policy Presentation
PAW TAW – Wisconsin Dells	11/4/2010	CANS Policy and eWiSACWIS Presentation
Statewide Webcast	11/22/2010	Webcast CANS Implementation: http://dwdmedia.wi.gov/main/Viewer/?peid=9332ce28a44f4ca58578f1058b4907db
Dept of Health Services and Dept. of Children and Families policy coordination meeting	11/24/2010	CANS Policy Presentation
Southern Region Supervisors – Madison	12/3/2010	CANS Policy Presentation
Foster Family Treatment Assoc.- Milwaukee	12/6/2010	DCF 56 and CANS presentation
Southeastern Region Supervisors – Waukesha	12/7/2010	CANS Policy Presentation
Western Regional Supervisors – Eau Claire	1/7/2011	CANS Policy Presentation

Bureau of Milwaukee Child Welfare – 2 sessions	1/10/2011	CANS Policy Presentation
Bureau of Milwaukee Child Welfare – Admin.	1/12/2011	CANS Policy Presentation
Bureau of Milwaukee Child Welfare – 2 sessions	1/18/2011	CANS Policy Presentation
Bureau of Regional Operations – DCF	1/20/2011	CANS Policy Presentation
Southern Region Juvenile Justice Sups – Madison	1/21/2011	CANS Policy Presentation
Bureau of Milwaukee Child Welfare – 2 sessions	1/25/2011	CANS Policy Presentation
Northeastern Supervisors – Appleton	1/27/2011	CANS Policy Presentation
Foster Care Coordinators (licensors) – Milwaukee	1/31/2011 – 2/1/2011	2 day DCF 56 training for new licensors which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Statewide Call-Ins – 2 Sessions	2/10/2011	Statewide Call-Ins Q&A session about CANS implementation
Statewide Call-Ins – 2 Sessions	2/24/2011	Statewide Call-Ins Q&A session about CANS implementation
Q & A Document Posted on eWiSACWIS		
Statewide Foster Care Coordinators	3/1/2011	CANS Policy Presentation and Technical Assistance on issues and areas of concern
Adoption Supervisors – Wisconsin Dells	4/11/2011	CANS Policy Presentation
CANS Roundtables	4/26/2011	Statewide videoconference with CANS users/supervisors reviewing areas of common concern. Reviewed statewide policy, Dr. John Lyons presented on areas requested by statewide feedback processes, and had facilitators conduct activities with participants at each site which included large and small group sharing processes. The Southeastern region experienced technical difficulties and we rescheduled with them.
Foster Care Coordinators – Milwaukee	4/29/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the

		provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Foster Care Coordinators – Milwaukee	5/10/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Northeastern Region Foster Care Coordinators	5/17/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Southern Region Foster Care Coordinators	5/20/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Northern Region Foster Care Coordinators	6/21/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
CANS Roundtable – Southeastern Region	7/18/2011	Reviewed statewide policy, Dr. John Lyons presented on areas requested by statewide feedback processes, and had facilitators conduct activities with participants at each site which included large and small group sharing processes.
Southeastern Region Foster Care Coordinators	8/16/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Western Region Foster Care Coordinators	8/26/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
DSP Memo Series 2011-10 issued	9/12/2011	Numbered Memo 2011-10: http://dcf.wisconsin.gov/memos/num_memos/DSP/2011/2011-10.pdf This memo includes additional CANS resources including a CANS “Frequently Asked Questions” document, brochures to understand the CANS, etc. Many of these documents were available on-line on the Levels of Care webpage earlier in the year, but the memo emphasized their availability for use.

DCF Child Welfare Licensors	9/21/2011	1 day DCF 56 training for previously trained licensors on updates to DCF 56 which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Statewide Foster Care Coordinators Conference	10/6/2011	Review of permanent rule changes to DCF 56 and CANS Q&A on implementation issues.
Foster Care Coordinators	11/3/2011 – 11/4/2011	2 day DCF 56 training for new licensors which included: an in-depth CANS policy presentation for rate setting, activities for rate setting, discussion of supports/services to foster families given the provider's Level of Care Certification and the child's Level of Need, and matching of children with providers.
Continuous Outreach & Feedback	Ongoing	regional meetings, committee meetings, upon request, or for case-specific assistance